



## JOB DESCRIPTION

Position Title: **Manager**

Working Title: **Emergency Communications/E 9-1-1**

Class Code: **4501**

Exempt

EEO Code: **02**

Effective Date: **8/30/02**

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### **Major Function**

Professional and managerial work coordinating Emergency Communications, Enhanced 9-1-1 Operations, and Emergency Dispatch functions as required.

### **Essential Functions**

*Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Develops, implements, and monitors management information systems within the Emergency Communications Division. Develops and implements management programs, procedures and operational forms for the division.

Provides management oversight of computer systems that route 9-1-1 emergency telephone calls to the proper jurisdiction or public safety answering point. Develops procedures and documentation for the proper operation of the enhanced 9-1-1 telephone system throughout Seminole County.

Develops and administers policies and procedures for the Emergency Communications Center operation and the E-9-1-1 section of the Public Safety Department. Supervises the operation of the Emergency Communications Center. Reviews and verifies all logs, reports, and incidents submitted by each communications shift. Reviews, coordinates and assigns all work assignments of communications center personnel. Develops, supervises and administers communications training programs for communications center personnel.

Provides assistance and information to the public on the Enhanced 9-1-1 telephone system. Oversees 9-1-1 specific training for personnel at public safety answering points. Maintains a close working relationship with all participating agencies and major system providers, to promote the success of the Enhanced 9-1-1 telephone system. Works with other County departments and local agencies to develop policy and practices for County Enhanced 9-1-1 system and Emergency Communications within Seminole County. Coordinates system design and operation with State and Federal agencies to meet established regulations. Maintains contact with Federal and State agencies to keep abreast of proposed and current legislation affecting Enhanced 9-1-1 operations. Establishes and maintains an accurate data management system coordinated with all law enforcement agencies, fire departments, participating telephone companies, and the system suppliers.

Initiates and effectively recommends for final approval by the Department Director, hiring, termination, performance evaluations, disciplinary and/or commendatory actions for assigned personnel.

Prepares and administers the budget for the Emergency Communications Center and E-9-1-1 sections of the department.

Performs other duties as assigned or as may be necessary.



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### **Minimum Qualifications**

Thorough knowledge of the principles and practices of management and administration. Considerable knowledge of ordinances, laws, regulations, statutes, procedures and processes related to Emergency Communications Management. Knowledge of research techniques, system analysis, and operations research. Thorough knowledge of communications systems, Enhanced 9-1-1 systems and the various aspects of system interfacing with various agencies and Public Safety Answering Points throughout the surrounding area. Considerable knowledge of data processing systems and telephone systems planning. Knowledge of wireless communications technology to meet future impact of existing legislation on the existing 9-1-1 system. Knowledge of current 9-1-1 legislative issues and their impact at the local level is highly desirable. Knowledge of computer applications used in Emergency Communications and Enhanced 9-1-1 operations.

Ability to provide detailed procedural instructions to shift personnel, recognize clerical and procedural errors, and initiate appropriate corrective action. Ability to coordinate and provide leadership in the development and presentation of training programs for communications personnel. Ability to communicate effectively both orally and in writing, and make presentations in a clear and concise manner as necessary. Ability to plan, recommend and implement new telephone services as it applies to the 9-1-1 telephone system. Ability to establish and maintain effective working relationships with municipalities, vendors, government agencies, and County personnel as necessary to perform assigned duties and responsibilities. Ability to conduct system analysis and evaluate operational and technical processes and procedures. Ability to organize work and to prepare complex reports.

Skilled in the operation and use of emergency communications equipment.

Bachelor's Degree in Business or Public Administration or closely related field, and five (5) years experience in planning, developing and implementing E-9-1-1 systems, Emergency Communications Operations; and three (3) years of responsible managerial experience in Emergency Communications, Enhanced 9-1-1 operations; or an equivalent combination of related training and experience.

This position is an appointed service Classification.

*A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

### **Working Conditions**

The work environment for this position is in an office setting. Most duties are performed sitting at a desk, table or workstation. Position has regular exposure to radiant and electrical energy found in an office environment.